

Spirit Award Committee Members,

I would like to take this opportunity to nominate Tina Palmer for the Spirit Award. Ms. Palmer exhibits every facet of the award requirements and does so on a consistent basis. Please allow me to explain why I feel she deserves this award;

Service Excellence: Ms. Palmer serves as the administrative secretary for the fire department. It is a shame that her job title is so short, because that description alone in no way describes how important Ms. Palmer is. I have seen firsthand Ms. Palmer juggle numerous projects and still manage to provide excellent service to whomever she is dealing with. One day, I was standing in her office while she was assisting me with a purchase order. In the period of ten minutes, no less than 4 people came to her requesting information or assistance. The amazing thing? Ms. Palmer *never said no*. She never even said "WAIT". Somehow, she managed to type talk on the phone holding it with her shoulder, type, and acknowledge everyone in her office. Not only that, she flawlessly executed those tasks without error. You need look no further than Tina Palmer for an example of service excellence. She does this *every day*.

Produce A plus results: Time after time Ms. Palmer produces excellent results. She has a thorough understanding of "how things work" in the city and is able to explain them to other people. This is important because it empowers other people to be successful. It doesn't matter what the request is. Ms. Palmer understands educational assistance, travel requests, and is able to assist with purchase order requests. Her thorough knowledge and quick execution of tasks allows employees to be successful and greatly contributes to the daily operation of the city. A while back I was working with vendors to purchase a vital piece of training equipment. Ms. Palmer helped me with the forms despite the fact she was overloaded with work. In addition she gave timely suggestions that made the process go smoother, and she followed up to ensure the project was completed. Her dedication in this project resonates still, as I was able to get the equipment I needed in a timely manner. I couldn't have done it without Ms. Palmer.

Initiative: Ms. Palmer attacks her projects and works tirelessly to finish them. Recently, I had several issues I was working with her on. Due to the nature of my job, I am usually only here 10 days a month. One day in particular, I was very busy and didn't make it back to the station until well after 7:00 PM. Ms. Palmer had taken the initiative to call me after her working hours to help, as well as emailing me forms I needed. She could have waited until the next day, or left me to find the information for myself, but it's just not her style.

Responsible: Ms. Palmer is the definition of responsible. It's a good thing, because so many things just wouldn't happen without her. She has **never** gotten one decimal point wrong on anything I have ever seen her work on. Ms. Palmer handles uniforms requests, educational assistance requests, purchase order requests, as well as travel requests. And she does this for the entire fire department. I have never known anyone to wait an excessive amount of time for anything they have asked for. She handles an endless amount of requests from employees, and does it with a smile on her face. I also

have never heard anyone say they had any type of problem, either. With the sheer volume of information that moves through her office, this is an amazing accomplishment. It is a testament to how seriously Ms. Palmer takes her responsibility.

Innovative: Ms. Palmer always finds innovative ways to accomplish tasks and help others. There have been times I have been frustrated with an attempt to complete a task or find information, and Ms. Palmer was able to accomplish it. In addition, Ms. Palmer is able to find alternatives when solutions are hard to come by. Ms. Palmer's innovative approach has moved her to number one on the list of people I call if I can not find a solution to a problem I am facing.

Teamwork: Ms. Palmer is the ultimate team player. As I mentioned earlier, Ms. Palmer constantly has to deal with a large amount of requests. I have seen her eat lunch at her desk in order to complete requests for other people. She consistently puts other people before herself. Whatever it takes to help the team, working through lunch, follow up phone calls after normal working hours, printing needed forms for other people without having to even ask, Ms. Palmer is a powerful asset to any team she is on. I can assure you any organization she is a part of is stronger for it.

In conclusion, it is a no brainer to nominate Tina Palmer for the SPIRIT award. The only mystery is how she has not won it already. The City of Germantown simply wouldn't be the same without her. Ms. Palmer exhibits every aspect of the intent of the award.

Respectfully,

Eric Grizzard

Lieutenant, Germantown Fire Department